

Annual Report

June 1, 2019 - July 30, 2020



100 YEARS OF SERVICE



Volunteers of America

GREATER BATON ROUGE

WHO WE ARE

ABOUT

Volunteers of America has been serving Louisiana's most vulnerable since 1896. Our mission was, and remains, to reach and uplift all people. Today, we are a premier provider of effective high-quality social services, employing 280 full & part-time staff for 100 years.

- Behavioral/Mental Health for Youth and Adults
- Early Childhood Care and Education
- Support for Individuals with Intellectual and Developmental Disabilities
- Affordable and Safe Housing
- Assistance for at-risk Veterans and Seniors
- Homeless Outreach

PERSONS SERVED

Our consumers are obviously at the heart of what we do every day. Last year, we served over 34,000 individuals. The people we serve are some of the most vulnerable members of our community including families in poverty, people with physical and intellectual disabilities, homeless individuals, veterans, low-income seniors, and at-risk youth and foster children. We aim to create a community where all people live in safety, with social, emotional and physical well-being, spiritual fulfillment, justice and hope.

OUR MISSION

Volunteers of America Greater Baton Rouge is a faith-based, nonprofit organization dedicated to helping individuals and families gain self-reliance, dignity and hope.

OUR VISION

A community where all people live in safety, with social, emotional and physical well-being, spiritual fulfillment, justice and hope.

PARISHES SERVED

ACADIA | ALLEN | ASCENSION | BEAUREGARD
CALCASIEU | CAMERON | EAST BATON ROUGE
EAST FELICIANA | EVANGELINE | IBERIA | IBERVILLE
JEFFERSON DAVIS | LAFAYETTE | POINTE COUPEE
ST. LANDRY | ST. MARTIN | VERMILION
WEST BATON ROUGE | WEST FELICIANA

COMMUNITY IMPACT

350

350 CHILD CARE CENTERS RECEIVED SPECIALIZED TEACHER EDUCATION, COACHING AND MENTORING, AND RESOURCES TO IMPROVE THEIR QUALITY OF CARE IMPACTING 3,000 EARLY CHILDHOOD EDUCATORS, 20,950 CHILDREN AND 31,425 PARENTS ACROSS 24 PARISHES.

92%

OF CLIENTS RECEIVING MENTAL HEALTH SERVICES STAYED OUT OF THE HOSPITAL.

87%

OF CONSUMERS WHO WERE FORMERLY HOMELESS AND SECURED PERMANENT HOUSING, REMAINED HOUSED.

244

LOW INCOME SENIORS AND INDIVIDUALS WITH INTELLECTUAL AND/OR DEVELOPMENTAL DISABILITIES RECEIVED PERMANENT, SAFE & AFFORDABLE HOUSING.

986

SENIOR CITIZENS AND 38 INDIVIDUALS WITH INTELLECTUAL AND/OR DEVELOPMENTAL DISABILITIES WERE ABLE TO LIVE AT HOME WITH HELP FROM OUR IN-HOME SERVICES AND ADULT DAY PROGRAM.

171

VETERANS WHO WERE FORMERLY HOMELESS TRANSITIONED INTO PERMANENT HOUSING.

312

FAMILIES AND CHILDREN AT RISK OF BEING SEPARATED BY THE COURTS RECEIVED INTENSE IN-HOME INTERVENTION THAT ALLOWED THEM TO STAY TOGETHER.

319

INDIVIDUALS PREVIOUSLY HOMELESS OR AT IMMINENT RISK OF BECOMING HOMELESS FOUND SAFE AND AFFORDABLE HOUSING



**This year, over 1800
volunteers donated 8,640 hours of
service to the most
vulnerable people in our programs.**

BALANCE SHEET

For the year ending June 30, 2020

ASSETS

Total Current Assets	\$3,909,623
Land, Buildings & Equipment.....	\$1,714,371
Other Assets	\$388,771
Total Assets	\$6,012,765

LIABILITIES & NET ASSETS

Total Current Liabilities	\$3,143,286
Long Term Liabilities.....	\$346,869
Total Net Assets	\$2,522,610
Total Liabilities & Net Assets.....	\$6,012,765

OPERATING REVENUES

Total Public Support.....	\$1,517,636
Revenue and grants from:	
Governmental agencies.....	\$12,926,807
Self-generated funds	\$838,459
Total Revenues.....	\$15,282,902

OPERATING EXPENSES

Spending by program services:

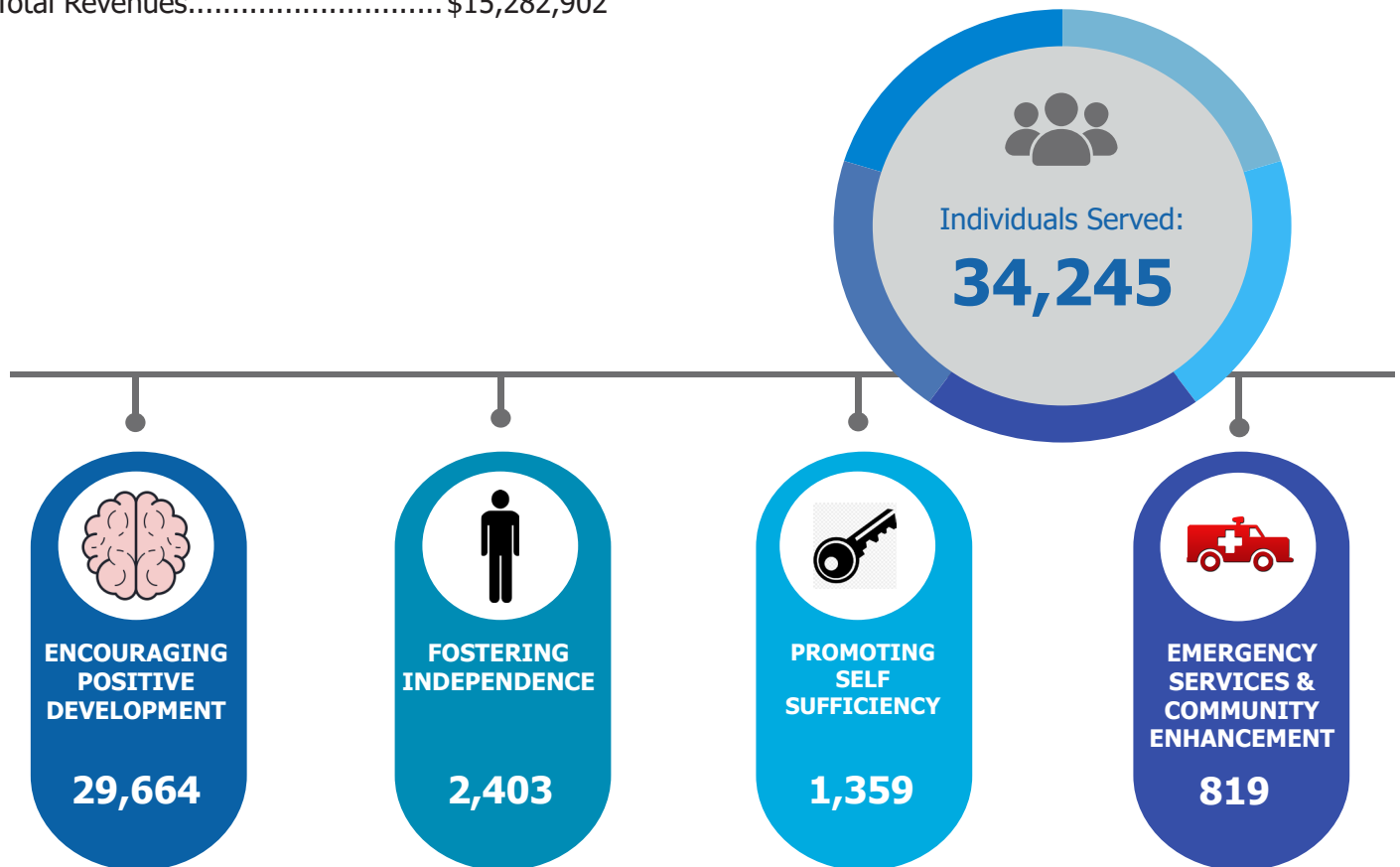
Encouraging Positive Development ..	\$3,196,171
Fostering Independence	\$6,926,143
Promoting Self-Sufficiency.....	\$2,227,060

Total Program Services

Management and General	\$2,046,158
Fund Raising	\$178,240
Fees to National	\$214,597

Total Operating Expenses.....

Surplus (deficit) from operations	\$494,533
Excess (deficit) from other activities ..	(\$26,840)
Change in Net Assets.....	\$467,693
Net Assets- Beginning of Year	\$2,054,917
Net Assets- End of Year	\$2,522,610



A MESSAGE FROM LEADERSHIP



It was at the beginning of this fiscal year that I assumed the role of President & CEO of Volunteers of America, Greater Baton Rouge. It has been a challenging yet rewarding twelve months with the last third of the year having to operate under the COVID-19 restrictions placed by our state and local governmental agencies. Like many organizations, we experienced revenue losses due to program reductions and closures. We were unable to hold our annual fundraising event, Celebration for Change, and many of our regular donors were not in a position to contribute as they have in the past. With the shelter in place restrictions, we had to rely on paid staff as we had to suspend all volunteer activities. At the request of the Department of Education, we opened multiple respite child care centers to assist essential first responders so they could stay on the front

lines. Our staff has moved to remote working, telehealth, and continue to follow extensive safety measures to keep our clients and staff healthy. While the exact costs associated with these changes have not been calculated, it is safe to say we are doing much more with significantly less. Despite all of that, we were able to manage our expenses and end the year with a positive increase in net assets. More importantly, due to the hard work and dedication of our employees, we continued to provide high quality services to those we serve and to the communities in which we serve. Looking to the future, we are very excited about several new initiatives which include a new outreach van that will be utilized to serve an ever growing street homeless population. We will be able to meet them where they are and provide assessments, case management, and get them the help they need. We have also partnered with the Dolly Parton Imagination Library to provide books to children birth to age 5 along with tools for their parents to assist the child's ability to read and learn. We have a number of new programs in our Behavioral Health arena that will provide intensive therapy and training to help parents and foster parents

manage children with challenging behavior. Toward the end of the fiscal year, executive management made a decision to institute a robust Diversity, Equity and Inclusion program within our affiliate. Our goal is to raise awareness among our employees, those we serve, and within the communities we serve. Let me close by saying that through the month of March we are enthusiastically celebrating our 100th birthday of serving our most vulnerable populations in the Greater Baton Rouge area. Please follow our various social media platforms as we highlight over a century of service.

Thank you for your continued support and prayers. God Bless you all.

David K. Kneipp,
President & Chief Executive Officer



Volunteers of America®
GREATER BATON ROUGE



As I reflect back on the 2019-2020 year, I am reminded that many times we get the best of things and the worst of things at the same time. David Kneipp, President & CEO, joined us in July 2019 and he was definitely one of the best things of this year. We ended the year on a less happy note, with COVID-19 taking over the last few months of the year. The Board and I are grateful for Dave and the entire staff for all

of their hard work and perseverance through this difficult time. The mission of Volunteers of America became more important to many individuals in the wake of COVID-19. Many would have become homeless during the most remarkable time in our lives. The support of Volunteers of America to the most vulnerable populations is important every single day and we cannot do what we do without the help of our volunteers and our donors. YOU make the work we do possible. Thank you.

Shelly McBeath,
Board of Directors Chair

BOARD OF DIRECTORS 2019-2020

OFFICERS:

President & CEO: David K. Kneipp, Volunteers of America GBR
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Vice Chair: Camm Morton, VR Business Sales Mergers & Acquisitions
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Treasurer: Johnny Masey, Retired
Immediate Past Chair: Christopher Webb, Baton Rouge Police Department

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Bernadine Johnson, Wesley United Methodist Church
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Elizabeth Rojas, Albemarle
Sue Rosenthal, Exxon Mobil Corporation
Andrew P. "Drew" Sellers, Powers, Sellers, and Chapoton

OUR MISSION IN ACTION

VOLUNTEER SERVICES

Our volunteer program has always been robust with thousands of business, students, churches and individuals always ready to lend a helping hand. Not being able to have one-on-one interaction was hard on them as well as our consumers who enjoy daily bingo, making crafts, birthday parties and other special events. We got creative with allowing groups to provide inspirational items that lifted our consumers spirits such as – cheerful bookmarks, spiritual bracelets, DIY crafts to make, books, and puzzles. This year we had over 1800 volunteers donate 8,640 hours to the people we serve.



COMMUNITY LIVING & VOCATIONAL SERVICES

In our residential facilities and adult day program isolation was the biggest challenge for residents and participants. Having to implement an immediate halt in all visitors was extremely hard and resulted in behavioral issues – depression, aggression, and compulsive hyper incidents. Our residents have always enjoyed weekly interactions and visits with their families but suddenly having to rely only on phone calls or FaceTime was challenging. They truly missed hugs and social interaction with friends and loved ones. Our staff were creative with developing and implementing daily activities for residents in the homes. They did yoga, played board games, cooked meals, watched movies with snacks and did outdoor art projects. Our staff has done a tremendous job keeping our participants safe as we have not had a resident test positive to date. Similarly, when our homeless Drop-In center was shutdown due to COVID-19 over 190 visitors were directly affected each day. Their ability to address personal hygiene needs, use computers or phones and receive daily healthy snacks was limited. Staying true to the mission of going where we are needed and doing what comes to hand is especially true with these staff. The mobile outreach team sprang into action and delivered hygiene kits, masks, hand sanitizer, snacks and personal essentials throughout the community.

PARTNERSHIPS IN CHILD CARE

Due to the pandemic, 70% of early childhood providers in Louisiana were forced to close temporarily impacting almost 83,000 children. During this time, the children in our community needed our help more than ever. We quickly setup critical child care respite centers for essential healthcare employees so front-line workers could return to work and not worry about child care needs during this difficult time. We shifted our focus and began working closely with providers to help them re-open and welcome children back into a safe and healthy environment and allow parents to return to work. We partnered with the LA Dept. of Education to provide 667 child care centers and Head Start programs in Southwest Louisiana with the health and safety supplies needed to get back up and running. In addition, thanks to generous donations received through our LA School Readiness Tax Credit program, we were able to award 280 Support & Recovery Awards for COVID-19 related expenses. Even though our staff are still unable to make in-person visits, they are providing coaching and mentoring services to centers virtually using iPad technology. We are grateful that we were able to move our Teacher Institute program to virtual learning and were still able to hold a social distanced outdoor graduation for our dedicated teachers in August.



LOUISIANA SCHOOL READINESS TAX CREDIT

We had another successful year for the tax credit program, raising over \$409,000 from 93 businesses in our community. Over the past 10 years, we have raised more than 2.8 million dollars through this program and are so thankful to all of the businesses and CPA firms who support us! These donations are invested through our Partnerships in Child Care staff who work continuously with over 350 early learning centers in our area providing essential teacher education, coaching and mentoring, developmentally appropriate learning materials, as well as nurturing our young children and providing them with the skills they need to enter Kindergarten ready to learn!

The LA School Readiness Tax Credit program allows Louisiana businesses to make a donation up to \$5,000 annually to our early childhood program and receive a 100% refundable state tax credit for doing so. For information on how to make a tax credit donation, visit www.GetSmartLA.org.



ACADIANA & SOUTHWEST PROGRAMS

For our community based services, COVID-19 resulted in the discontinuance of face to face contact in the home. We began providing services via telehealth which was a challenge for both our clients and staff. We also had to limit the client interactions with anyone outside their residential community. This resulted in the staff being creative to develop meaningful weekly activities to keep their spirits lifted and to develop a sense of gratitude despite the pandemic. Despite COVID-19, we have found blessings along the way. We have learned to adapt and to be flexible in our service delivery to ensure we are providing meaningful and quality services. We are sharing with each other what has worked and not worked as we tweak our service delivery to exceed expectations and meet quality standards. We have learned to use technology and to be open to change. We know our staff and the people of Louisiana are resilient and working together as a team despite the challenges has made us a stronger people!



REILLY COUNSELING CENTER



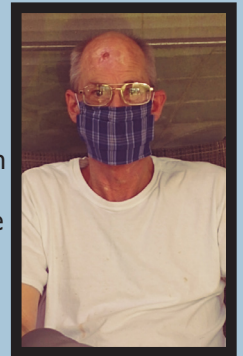
For nearly 45 years, Volunteers of America Greater Baton Rouge has been supporting children and families through our Reilly Center. As time has passed, the needs in the community have changed and like many

non-profits we pivoted and changed our focus to meet the current needs in our community. The Reilly Counseling Center was formed in early 2020 allowing us to provide specialized therapeutic and counseling services to the children and families being served through our Foster Care and Homebuilders programs but also allowing us to provide clinical therapy to any child or adult in the community.

The Reilly Counseling Center offers therapy for mental health and behavioral health issues including individual, family, support group, and child therapies by licensed clinical staff trained in multiple evidence-based therapies. Our professionals have experience in providing therapy for traumatic life experiences, grief and loss, PTSD, substance abuse, depression, and others. The COVID-19 pandemic has increased the need for counseling as more people are experiencing anxiety, depression, grief, loss, relationship conflicts and trauma. During the pandemic we were able to use telehealth to continue providing these services remotely. Our counselors are available and accept Medicaid and many types of private insurance!

SENIOR LIVING & CARE

The COVID-19 pandemic has had a tremendous impact on our elderly tenants who often suffer with mental health issues. The common areas in the property were closed and daily group activities were cancelled to adhere to social distancing guidelines. Isolation caused the tenants to give up many of the joys in their lives such as attending church, playing bingo, daily group activities and holiday events. As a result, some tenants became depressed because of the isolation and an increase in behavioral health concerns was seen. Our staff also faced unique challenges working in close quarters with such a vulnerable population. These front-line staff are true heroes, continuing their everyday tasks on-site but with extra precautions while still meeting with residents to do apartment recertification and inspections. They were instrumental in keeping morale up by getting creative with socially distanced activities all while maintaining a clean property ensuring the residents safety. Our number of tenants who suffered with the COVID-19 virus was extremely low, which can be attributed to our staff's diligence. One positive outcome is the donation from the National VOA Housing Services of one hundred Volara- Google for Senior Living devices that interact with our elderly tenants through voice command. The devices can help make and receive calls and turn on music or videos. Not only can they assist a Senior who may need medical attention, they are also used to reverse the effects and impacts of isolation.



MINISTRY OF SERVICE

Volunteers of America Greater Baton Rouge has nine ministers throughout the affiliate and four additional employees working towards becoming commissioned. Our ministers organize and lead worship experiences for consumers and staff, provide pastoral care to those in need and participate in religious activities. Our Agency Chaplain provides guidance and knowledge to help meet the spiritual needs of clients, especially those experiencing special challenges or disabilities. COVID-19 certainly has increased the need for spiritual care and has taught us different ways to provide support without having physical contact. We have held virtual worship services, a blessing of the masks Zoom event and sent weekly email ministry messages throughout the pandemic. None of this takes the place of a warm hug, but it has taught us to be more creative in the way pastoral care is given.



Volunteers of America
A Ministry of Service

MAJOR GIFTS CREATE MAJOR CHANGE

Recognizing donors who gave a financial gift of \$1,000 or more July 1, 2019 - June 30, 2020

INDIVIDUALS

Hannah & Samuel Amoroso
Stacey & Chris Betz
Frederic T. Billings, III
Eboness & Tyrone Black
Earl L. Bradsher
Carol Ann and Redfield Bryan
Casey and Ryan Carlisle
Katie and Steven Cheatham
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The Rotary Club of Baton Rouge Foundation
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